

OTHM Diploma

Tourism and Hospitality Operations Management

The OTHM Diploma Paper on Tourism and Hospitality Operations Management is one of three papers that make up Part II of the OTHM Diploma. This course assumes knowledge gained in the Certificate level OTHM course.

Aims and Objectives

The module aims to provide participants with:

- Develop knowledge and understanding of operations management; specifically the systems, processes, project and quality management skills associated with this function
- Build operations management knowledge and know-how that can be applied to the Tourism and Hospitality industries
- Gain an appreciation of the value of operations to the Tourism and Hospitality industries

Learning Outcomes

At the end of this module students will be able to:

- Explain the development of operations and the ways it can benefit travel and hospitality businesses/organisations
- Identify the main steps in and barriers to achieving effective operations management within the organisation
- Identify and describe the processes, systems and planning methods used in operations management
- Demonstrate an understanding of the concept of quality, quality improvement and quality systems
- Explain the process of systems control and place in the context of the tourism and hospitality industries
- Describe ways of monitoring and evaluating operations activities
- Apply operations management methods to a range of businesses/ organisations working within the hospitality industry